

Requesting Police / Trouble Alarms

Supersedes: 07-23-07

Effective: 06-17-14

1. Requesting Police Assistance: When requesting a Police response, EMS units should include the priority of the request (“OT”, “Police Assistance”, or “Routine”) as well as a brief description of the situation for inclusion in the CAD text if possible.
 - 1.1. **OT**: “OT” is used for situations in which the scene is unsafe and an immediate multiple police unit response is requested (TYPE Code: OT). Declaring an “OT” will also generate a response from an EMS Field Supervisor and an additional ambulance. [e.g. “Boston, A-4- Requesting the police for an OT at our location; man with a knife”].
 - 1.2. **Police Assistance**: Requesting “Police Assistance” will result in a Priority 1 CAD notification to the Boston Police (TYPE Code: ASTEMS). Requesting “Police Assistance” should be used for situations in which the scene is still under control but could potentially become violent or there is some other reason for a rapid police response. [e.g. “Boston, A-4- requesting Police Assistance at our location for an agitated EDP”]
 - 1.3. **ROUTINE**: Requesting the police for a “Routine” response will result in a Priority 3 CAD notification to the Boston Police (TYPE Code: REQP). As the pro-word implies, this type of request is used in situations where there is no threat present and a routine police response would be appropriate. [e.g. “Boston, A-4- requesting the police ROUTINE at our location for an assault report”]
2. Voiced OT Call: Upon receipt of a voiced “OT” or “HELP” call, the dispatcher shall immediately transmit a brief **high-low alert tone** indicating high priority radio traffic to follow.
 - 2.1. The Dispatcher will then announce “All units stand by- <Unit ID> has an OT at <Incident Location> --All units Stand by”. The closest available ambulance and Division Supervisor will then be dispatched to the incident. Only units that have been assigned to the incident should respond to maintain unit accountability and to ensure police have access to the scene.
 - 2.2. The dispatcher will create an “OT” incident in the CAD System, or, in the case of an incident in another jurisdiction such as Logan Airport or on the Expressway, contact the appropriate law enforcement agency. [Note: if the Primary law enforcement agency will be delayed, the Boston Police will be requested to respond]. The Dispatch Operations Supervisor will liaison with the Police Supervisor to ensure a timely police response.
 - 2.3. The incident will deescalate when an on scene unit broadcasts information indicating the situation is under control. The Dispatcher will again transmit a brief **high-low alert tone** indicating high priority radio traffic to follow, and announce: “All units, be advised the < Incident Address > situation is now under

control- repeat, < Incident Address > situation is now under control. All units resume normal.” The dispatcher will then update the CAD incident text as necessary.

3. Portable / Vehicular Trouble Alarm Activation: Upon receipt of a portable or vehicle “trouble alarm”, the dispatcher shall transmit a brief **high-low alert** tone indicating high priority radio traffic to follow and advise “All Units Stand by”. Using the “RADIO” command in the CAD system, the Dispatcher will attempt to identify the person or vehicle assigned the radio that has been activated.
 - 3.1. When contacting the unit, they should not be asked “Are you in trouble?” It should be assumed the crew has activated their trouble alarm because they are not in a position to speak freely until proven otherwise. The crew should be asked “What is your **Activation Status**?” Using the phrase “Activation Status” will let the crew know their alarm had been activated without raising the suspicions of other individuals in the immediate area. If the crew does not clearly indicate the alarm was an accidental activation and they are in no danger, the situation should be treated as an OT (above).
 - 3.2. If there is no response after calling the unit, the unit’s last known location (or current location if equipped with AVL) should be broadcast and appropriate resources dispatched. The dispatcher shall continue to attempt to determine the status of the unit that has activated their alarm to ensure their safety while police and EMS units investigate.
 - 3.3. If the unit assigned the portable or vehicle is not known, the dispatcher will announce the portable or vehicle ID number and request they identify themselves to confirm their status. If it can not be determined which unit has activated their trouble alarm, a roll call of all units should be taken. Units currently assigned to incidents and still on scene shall be called first as they have the highest likelihood to be experiencing a dangerous situation. Having ascertained the safety of all units on scene of an incident, other units will then be contacted.
4. Any vehicle or portable radio that is found to frequently transmit “accidental” trouble alarms should be turned in for evaluation.